



## Update regarding COVID-19 and our clinics

Dear valued patients,

We hope that you and your families are staying healthy and safe in these difficult circumstances.

As we continue to monitor the COVID-19 outbreak closely, the safety and health of our patients and employees remain our top priority. In keeping with our obligations as a health care provider to limit the spread of COVID-19, as well as complying with the requirements set forth by health care officials and government entities, on March 18, we temporarily closed our clinics.

**All appointments until April 30<sup>th</sup> have been cancelled.** If you had an appointment scheduled with us, a member of our team will be in touch through phone and/or email to reschedule your appointment when we have a clearer picture of when we are likely to reopen.

### Information regarding previously scheduled appointments:

- Pre-operative consultations, surgeries, post-operative consultations, corneal imaging appointments, have been cancelled until April 30<sup>th</sup>.
- If you have been in contact with one of our Eye Care Professionals in the last week, and they have asked you to come into the clinic, your appointment is not cancelled, so please attend at the scheduled time.
- If your appointment was for a surgery, we will honour the quote you received during your pre-operative consultation, including financing offers.
- If your appointment was for a post-operative consultation to maintain your Vision Enhancement Plan, it will be rescheduled for when we reopen, and we will honour the warranty.



As we move forward during this unprecedented time together, we will continue to follow the guidelines of our public health officials to best navigate the coming weeks ahead and share information as it becomes available.

We hope to reopen as soon as the situation permits.

For any questions or emergencies, please call us at [1-866-961-2020](tel:1-866-961-2020).

Thank you and we look forward to seeing you soon,

Your LASIK MD team